



Summary of 2021 Sustainability Report

Report overview

For the fifth year in a row, Medline International B.V. has published its annual Sustainability Report, covering Medline's social, environmental and economic activities and impact (People, Planet, Prosperity) in Europe in 2020. In the context of Medline's European operations, sustainability is synonymous with corporate social responsibility (CSR). The structure and contents of the report are shaped by the Global Reporting Initiative's GRI Standards.

Medline will update its sustainability report on an annual basis, and the report will continue to serve as a platform to discuss Medline's involvement in CSR topics.

You can access the full report (in English) on our [website](#) or you can order a physical copy by emailing CSR Senior Manager, Fadzai Munyaradzi, at csr-europe@medline.com.

Our CSR philosophy

Our CSR philosophy is informed by the view that companies in the private sector can make an important contribution towards the global sustainable development agenda, and must take responsibility for their impact on society. As a company, we acknowledge that we are on a long-term journey towards becoming truly sustainable—consequently, there may be some missteps along the way. We always strive to improve and learn from our mistakes, while celebrating the things we do get right. This philosophy is reflected in the material sustainability topics that constitute the main content of the report, as well as in the priority areas of our CSR programme.

In 2021 and beyond, we will continue to align our CSR activities more closely with the United Nations Sustainable Development Goals (SDGs) and the United Nations Guiding Principles on Business and Human Rights (UNGPs), building on our existing commitment to the United Nations Global Compact and its 10 principles.

Highlights of our sustainability performance in 2020

- Unveiling our **strengthened ethical sourcing programme** to better address the needs and well-being of workers in Medline's product supply chain:
 - » Revising our Supplier Code of Conduct, which details our standards for labour and human rights, health and safety, environmental protection, and ethical business practices.
 - » Introducing a new factory-level grievance mechanism or helpline so we can receive and investigate reports of unethical treatment.
 - » Establishing a new global ethical sourcing committee.
- Increasing our focus on **inclusion and diversity**:
 - » Launching an inclusion and diversity dashboard so all employees have access to these metrics.
 - » Revising our Inclusion and Diversity Statement.
- Continuing our **support of communities in need** by:
 - » Donating €200,000 in cash through our corporate Medline Gives Back initiative in acknowledgement of the extreme hardship faced by local and international communities due to the coronavirus.
 - » Donating €24,300 in cash to various local charities and organisations through our employee-driven local donation committees.
 - » Donating medical supplies to the Dominican Republic, Niger and the United Kingdom, which all faced product shortages.
- Expanding our **environmental certificates**:
 - » Obtaining ISO 14001: 2015 for our sterile procedure tray (SPT) assembly facility in Bánovce, Slovakia.
 - » Elevating Medline's Green Building Policy by complying with LEED, Passive House and BREEAM certification requirements for the new buildings under construction at our sites in Châteaubriant, France, and Partizánske, Slovakia.
- Starting a new tradition of **raising awareness of men's health issues**:
 - » Hosting an internal Movember moustache competition.
 - » Donating €580 to the Movember Europe charity to benefit prostate cancer, testicular cancer, and mental health and suicide prevention.
- **Addressing the difficulties of the COVID-19 pandemic**:
 - » Swiftly developing a comprehensive communication and engagement plan to keep all employees feeling connected and able to contribute, including topics such as local regulations, product stock, mental health, training and internal photo competitions.
 - » Launching an Employee Assistance Programme pilot for mental health in Italy, the Netherlands and France.
 - » Rewarding all employees with an extra year-end cash bonus to show appreciation for employee dedication and performance under exceptional circumstances.

Our mission

To provide quality medical products with superior value to healthcare providers and end users, improving patient care and enhancing the quality of people's lives

Our values

- Committed to our customers, our colleagues and our communities
- Open to new ideas, two-way communication and challenging the status quo
- Relentless about continuously improving our quality, service and results, and doing so with integrity
- Determined to do whatever it takes for our customers

Corporate overview and business ethics

US\$ 17.5B
in global company sales

54 years
of consecutive
growth globally



1 global ethical
sourcing
programme

Customer focus



3 manufacturing
locations and
7 distribution
centres in Europe

69%
decrease in
customer
complaints



108
new products
launched



Employee well-being and diversity

1,120
employees
in Europe



426
training sessions
hosted or paid for by
Medline



6 continents
represented in
Medline's European
workforce



Charitable giving



8 European donation
committees that
donated to **30**
local charities

€200,000
donated to 10
organisations
through the
*Medline Gives
Back* initiative



58 participants in
Medline's inaugural
internal Movember
photo competition
for charity



Green initiatives

1 internal campaign
centred on plastic
pollution to celebrate
Earth Day 2020



1.42 **tonnes**
emission intensity
per employee



4 ISO 14001
certified facilities:
• Châteaubriant
• Florence
• Madrid
• Bánovce



Our commitment to the Sustainable Development Goals (SDGs)

The SDGs guide our CSR programme and have informed the structure of this year's full report. The report contents are illustrated below.

Sustainability topic in the full report	Medline's contribution to the UN SDGs
<p>1. Our financial performance and economic contribution</p>	
<p>2. Conducting business with integrity and ethics</p>	
<p>3. Respecting labour and human rights</p>	 
<p>4. Promoting the well-being of our employees</p>	   
<p>5. Developing appropriate products and services for customers</p>	 
<p>6. Supporting our communities</p>	 
<p>7. Limiting our environmental impact</p>	  
<p>8. Other information: 2021 Modern Slavery and Transparency Statement</p>	 

Source: Based on <https://www.un.org/sustainabledevelopment/sustainable-development-goals/>



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